



<b>ROSEWOOD MACHINE AND TOOL CO.</b>	<b>QMSP-1005 Control of Nonconforming Product</b>		
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### **Purpose**

The purpose of this procedure is to ensure that process outputs, products and services that do not conform to requirements are identified and controlled to prevent their unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined within this procedure.

### **General**

The organization will control nonconforming product in the following ways:	
a)	Correction
b)	Segregation, containment, return or suspension of provision of products and services
c)	Informing the customer
d)	Obtaining authorization for: <ul style="list-style-type: none"><li>• Use "as-is"</li><li>• Release, continuation or re-provision of the products and services</li><li>• Acceptance under concession.</li></ul>

This applies also to nonconforming products and services detected after delivery of the products or during the provision of the service.

It is the responsibility of the Supervisors at ROSEWOOD MACHINE AND TOOL CO. to ensure that nonconforming product is controlled according to this procedure. It is the responsibility of every employee at ROSEWOOD MACHINE AND TOOL CO. to ensure that Supervisors are immediately made aware of any instance of nonconforming product.

The company uses dispositions of Use-As-Is or Repair, release, continuation or re-provision of the products and services, if specifically authorized by the customer or external party in writing.

Where nonconforming process outputs, products and services are corrected, conformity to the requirements is verified.

In addition to any contract or regulatory authority reporting requirements, the company provides for reporting of delivered nonconforming product as follows:



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- Notification of delivered nonconforming product takes place by email to suppliers, internal organizations, customers, distributors and regulatory authorities. The email contains a description of the nonconformity, the parts affected, customer and/or the company part numbers, quantity and date(s) delivered.
- Concessions for nonconforming product only come from customers in writing.
- All nonconforming product dispositioned as “scrap” at the company is rendered unusable through suitable means.
- A segregation area for nonconforming product is established and maintained.

### **Procedure for the Control of Nonconforming Product**

When nonconforming product is detected in the field by a customer or client, the Customer Return and Nonconformance Report features within the E2 Shop System are utilized to track and resolve the issue. Resultant documented information is established within the E2 Shop System Quality Module.

If nonconforming product is detected within the manufacturing process the following steps are undertaken:

1. The nonconforming product is immediately collected and placed within suitable packaging, e.g. an appropriately sized cardboard box, bin or banded, etc.
2. The packaging or product itself is labeled with a Nonconforming part identification tag and/or paint marker if no means exist to attach the Nonconforming part identification tag to the Nonconforming part. The Supervisor or operator fills in the part number, deviation (what is wrong with the part), date, and prints his or her name on the tag. This facilitates tracking and identification of the nonconforming product.
3. The package or part is retained by supervision for disposition (i.e. rework, scrap), and the appropriate action is taken.
4. Nonconformances are tacked using the E2 Shop System. The Disposition is completed by Management and if determined by Management to be **“SCRAP,”** then a copy of the printed nonconformance form accompanies the nonconforming product until it is disposed of.



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5. Nonconforming Product Detected after Delivery  
When nonconforming product is detected in the field by a customer or client, the Customer Return and Nonconformance modules within the E2 Shop System are utilized to track and resolve the issue. Resultant records are established within the E2 Shop System Quality Module.

### **Rework**

Product dispositioned as rework or repair is managed within the E2 Shop System by tracking time on the “Rework” step located on the Job Traveler.

Rework jobs undergo the process described in 8.2 where the rework requirements are determined and are reviewed in conjunction with *QMSP-1003 Requirements Review/Contract Review*.

All reworked product undergoes final inspection to determine if applicable acceptance criteria is met.

### **Entering a Nonconformance in the E2 Shop System**

- 1) Click on **Quality** in the E2 Shop System.
- 2) Click on the **Nonconformance** button.
- 3) Click on the **New** button.
- 4) Select the appropriate **Nonconformance Type**.
- 5) Click on the **Search** button.
- 6) Select the appropriate **Return** record.
- 7) Click the **OK** button.
- 8) Populate the fields in the **Investigation** and **Disposition** tabs as appropriate. Be sure to include a description of the nonconformance, the actions taken, and any concessions obtained. In the **Disposition By** field, use the dropdown menu to select the authority deciding the action with respect to the nonconformance.

Note: If the Returns/Rework area of the E2 Shop System is not being used, then the following steps apply:

- 1) Click on **Quality** in the E2 Shop System.
- 2) Click on the **Nonconformance** button.
- 3) Click on the **New** button.



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- 4) Select the appropriate **Nonconformance Type**.
- 5) Manually enter desired information on the **General** screen. (The **Lot Number** field can be used to input the applicable job number.)
- 6) Populate the fields in the **Investigation** and **Disposition** tabs as appropriate. Be sure to include a description of the nonconformance, the actions taken, and any concessions obtained. In the **Disposition By** field, use the dropdown menu to select the authority deciding the action with respect to the nonconformance.

### **Summary**

It is imperative that this procedure is followed in order to control nonconforming product within the organization. In addition, the procedure provides for the proper disposition of the nonconforming product, tracking of waste and associated costs, and for the inspection and possible reuse of the nonconforming product.

The organization retains documented information in the Nonconformance area of the E2 Shop System of actions taken on nonconforming process outputs, products and services, including any concessions obtained and/or authority that made the decision regarding dealing with the nonconformity.